
ASX Announcement

Date: 29 September 2009

Health Corporate Network finds success in the West with Objective

Health Corporate Network (HCN) has implemented Objective's (ASX:OCL) solution to approximately 650 staff. HCN processes up to 6,000 transactions daily for the Western Australian (WA) Department of Health and identified that to efficiently and effectively manage all transactions they would need to change existing business processes.

HCN is the WA Department of Health's corporate shared service centre that provides services to all employees working for WA Health. HCN's primary role in the WA health community is to help clinical staff to provide the best service they can to the patient, by reducing the frustration associated with administration work.

Mr Simon Watts, Director of the WA Health Corporate Applications Program, HCN, said: "99% of the documents we receive at HCN are a transaction request. The inefficient legacy processes affected all areas of HCN's operations, it was challenging for our staff to process transactions in a timely manner. It was an inefficient use of our staff and resources."

With the implementation of Objective, HCN wanted to:

- Provide an effective and timely service to WA Health
- Improve customer service
- Ensure jobs are performed accurately, timely and cost effectively
- Increase staff retention and morale
- Improve efficiency of processes
- Meet KPIs set for HCN

Objective is used across most business units of HCN. It is used by all transaction staff in areas such as payroll, accounts payable, accounts receivable and purchasing. HCN made a conscious effort to minimise and prevent any backlogs that could occur during the project rollout and adjustment period.

Objective Corporation

Objective Corporation (ASX:OCL) is an established leader and specialist provider of content, collaboration and process management solutions for the public sector. Its solutions empower public sector effectiveness, efficiency and transparency, helping governments deliver better public sector outcomes at a lower cost to the community.

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Objective

“Business change should never be underestimated and we needed to continue providing customer service to WA Health and educate our staff about our new system and processes simultaneously.

With Objective, the HCN project team have created group workflows for each business unit to streamline and automate HCN's business processes. The workflow enhances the productivity of the organisation and as a result there has been a visible improvement in HCN's service delivery.

“The time taken to process invoices has been significantly reduced and improved for HCN. Once an invoice is received by HCN, it is now processed into the Finance system within two days. Prior to Objective, the processing of an invoice within HCN could take up to 30 days,” said Mr Watts.

The implementation of Objective has seen increasing improvement in the efficiency and transparency of staff performing their roles. Information can be searched by anyone with the appropriate authority.

Objective provides HCN with the capability to report on KPIs such as when transactions are received and processed into the HR and financial systems. This has provided management with increased visibility on the performance of each area and assisted with managing the workload of staff and business units.

Staff morale has increased as staff have benefited from increased flexibility in performing their roles. They are able to prioritise transactions or escalate processing requests. They are less stressed and frustrated because they can focus on doing their jobs.

“HCN has seen many benefits as a result of implementing Objective. Our staff are able to create, organise and share documents within a single repository. We have almost totally replaced our manual paper distribution system, with only 13% of inbound documents still being distributed as paper.” said Mr Watts.

Objective has also enabled HCN to better measure the quality of the incoming transactional documents. For example forms those have not been completed properly, or have been delayed in delivery to the organisation. This is enabling HCN to work with its customers and suppliers to improve their processes and further enhance the quality of the service that HCN provides to WA Health.

Automating business processes has improved the quality and timeliness of transactions being processed. This has enabled staff to better perform their roles resulting in improved customer service and meeting HCN's vision to surpass customer expectations.

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The logo for Objective Corporation Limited, featuring the word "Objective" in a bold, black, sans-serif font. A thick blue horizontal bar is positioned directly beneath the text.